



Children's Behavioral Health Initiative

Overview and Update
Federation for Children with Special
Needs, *Visions of Community Conference*
Saturday, March 14, 2009



Rosie D. v. Romney

- *Rosie D. v. Romney* (United States District Court, District of Massachusetts), Civil Action Number 01-30199-MAP
- A class action lawsuit filed in 2001 on behalf of children and youth with serious emotional disturbance
- Alleged that the Massachusetts Medicaid program, MassHealth, had failed to meet the obligations of certain federal Medicaid laws, including the “Early Periodic Screening Diagnosis and Treatment” (EPSDT) statute

Rosie D. v. Romney

- January, 2006, the Court found that MassHealth had not provided sufficient:
 - Behavioral Health Screening in primary care
 - Behavioral Health Assessments
 - Service Coordination
 - Home-based Behavioral Health Services
- Court's final Order issued July 16, 2007

The Remedial Order Requires:

1. Standardized Behavioral Health Screening: 12/31/07

MassHealth has:

- Required primary care providers to offer all children and youth up to age 21 a standardized behavioral health screen at every “well-child” visit and *refer members to further diagnosis and treatment, as needed*
- Selected a menu of standardized screening tools and train providers to use tools
- Reported to the Court on screens delivered and screens indicating a behavioral health need

The Remedial Order Requires:

2. Educate Members, Providers, Public: 12/31/07

MassHealth:

- “Get the word out” to MassHealth members, providers and the public about the case, the new services and how to obtain them
- Will implement the educational campaign in phases, along with each phase of the remedy

The Remedial Order Requires, cont:

3. Implement Standardized Clinical Assessment: 11/30/08

- MassHealth has required all behavioral health clinicians who see youth enrolled in MassHealth, up to age 21, to use the Child and Adolescent Needs and Strengths (CANS) tool as part of their clinical assessments of youth.
- To use the CANS, clinicians must be trained and pass a certification test. MassHealth has trained over 8,000 clinicians with over 7,000 currently certified (this number expected to rise.)
- The CANS uses “regular” language and asks questions about child and family strengths and needs. It is designed to help families and clinicians talk to each other and develop service plans.
- MassHealth must report to Court on the number of CANS assessments performed and number of children identified with serious emotional disturbance.

The Remedial Order Requires, cont:

- Court-Ordered Reporting In Place by 11/30/08
- New Services to be available state-wide:
 - Intensive Care Coordination (ICC) - “Wraparound” model of service planning and delivery – July 1, 2009
 - Mobile Crisis Intervention – July 1, 2009
 - Family Partners – July 1, 2009
 - In-Home Behavioral Services – October 1, 2009
 - Therapeutic Mentors – October 1, 2009
 - In-Home Therapy Services – November 1, 2009
 - Crisis Stabilization Services – December 1, 2009

Remedy Services Design:

- Remedy services depend on approval of the **federal** Medicaid program. ICC has been approved. We should have their answer on the other services later this Spring.
- All aspects of the new services are discussed with the lawyers for the Plaintiffs and overseen by the Court Monitor Karen Snyder.
- Expert and stakeholder input is being gathered through a Children's Behavioral Health Advisory Council, meetings with families and providers, and "Requests for Information" (RFIs).

Service 1: Intensive Care Coordination



Summary of Core Services:

- “*Wraparound*” care planning process
- Team develops and implements a child-centered and family-centered Individual Care Plan
- Care Plan is based on strengths and needs of child and family



Plan for delivering Intensive Care Coordination:

- 32 Community Service Agencies (CSAs) will provide Intensive Care Coordination
- They were selected by MA Behavioral Health Partnership and the MassHealth MCOs March 6th
- All MassHealth managed care contractors will contract with the same network of providers

Community Service Agencies:

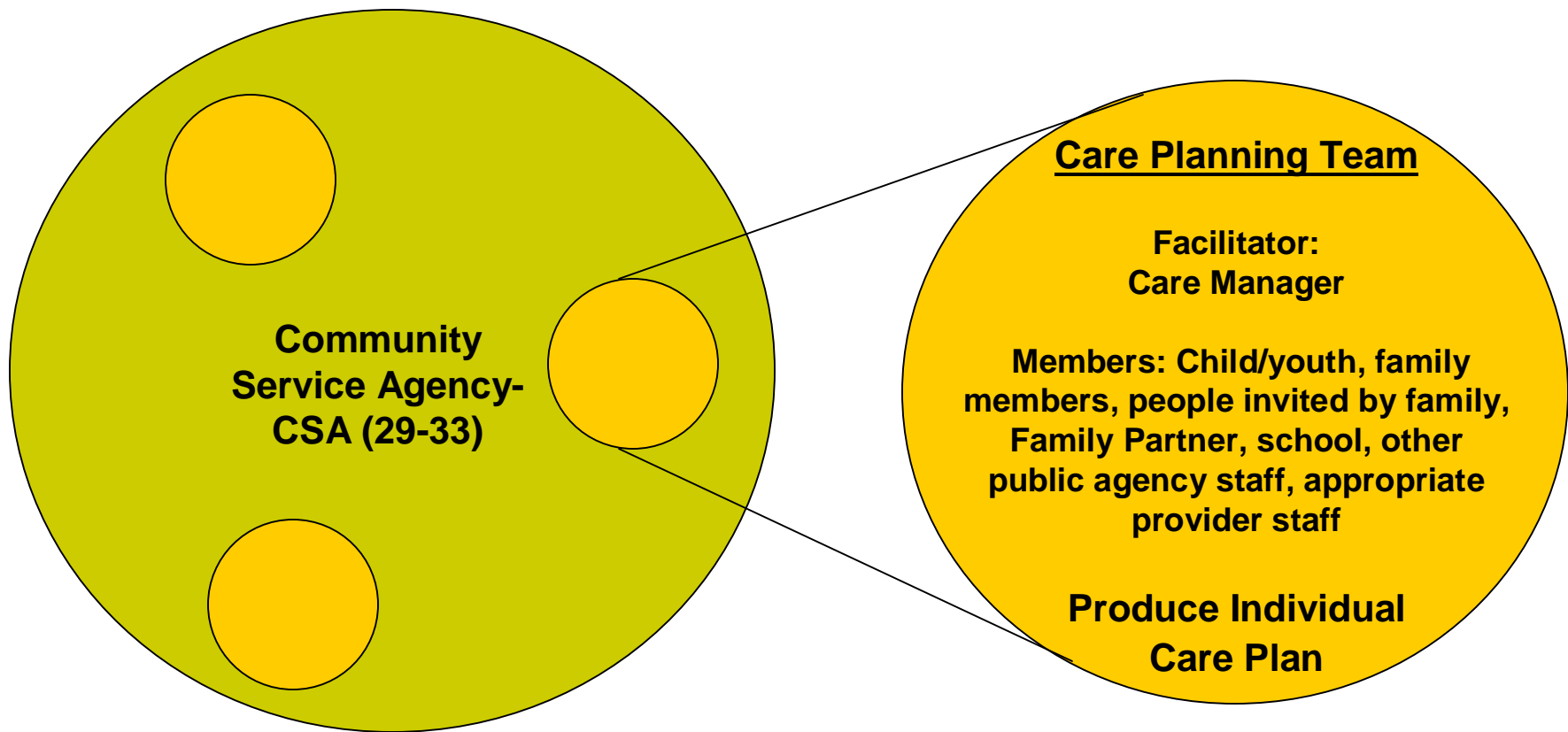
- Deliver ICC services
- Convene and staff the local System of Care Committee

What is Wraparound?

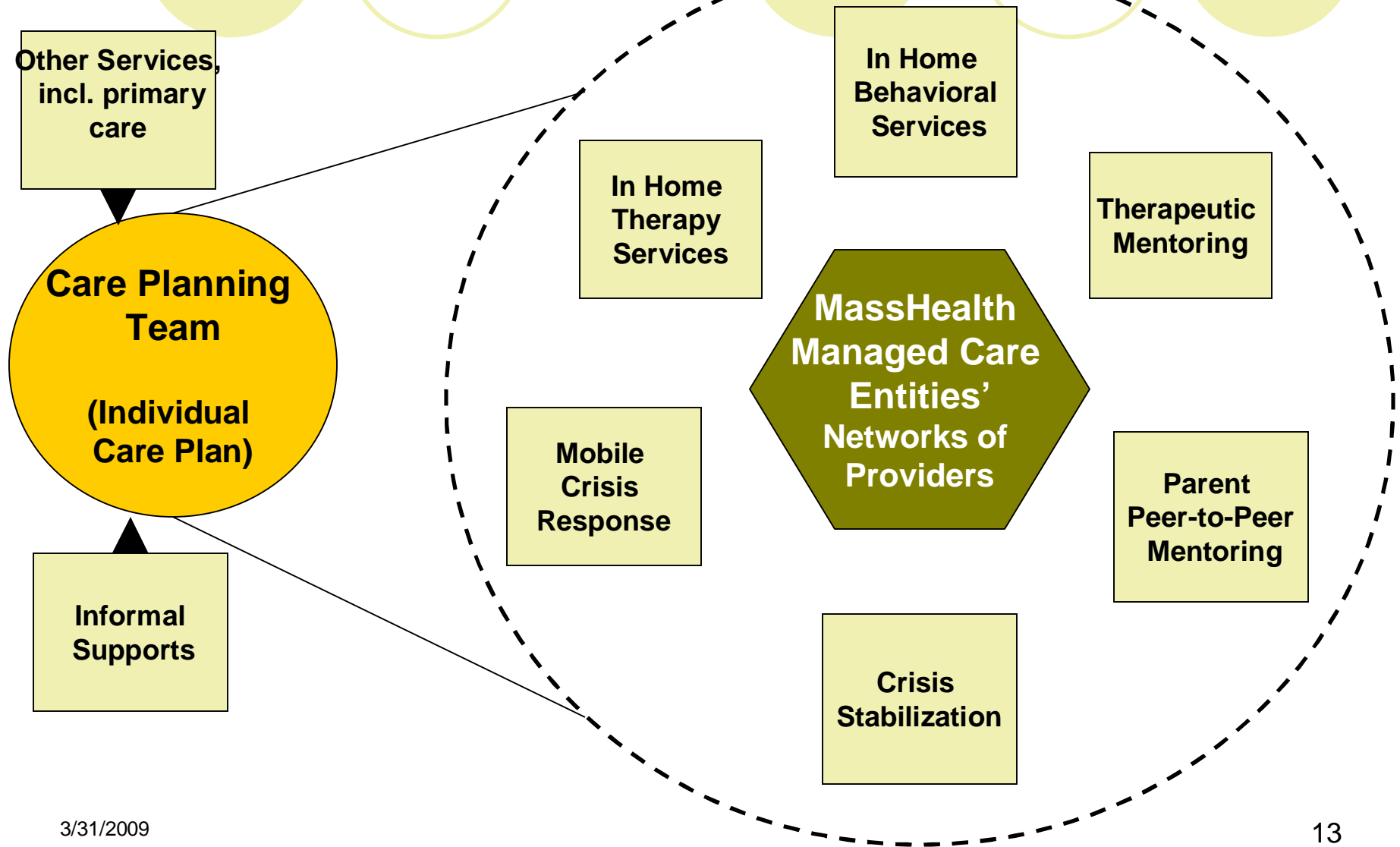


- Structured team-based process
- Plans & implements individualized care plans for children & families
- Based on an ecological understanding of the child and family
- Strong emphasis on cultural competence
- Especially appropriate for children and families with most complex and severe needs

Care Planning Teams



Provider Network for Remedial Services



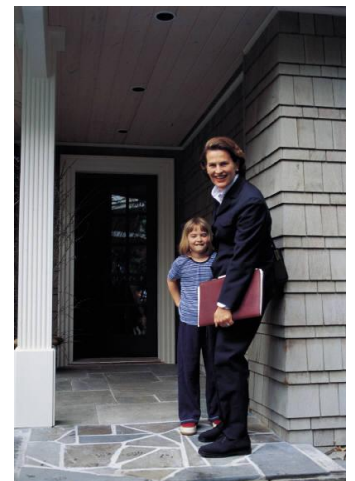


Service 2: Family Partners

- One-to-one relationship with parent or caregiver
- Coach, support caregiver to parent the child w/ serious emotional disturbance
- May include education, coaching, support and training
- In home and community settings

Service 3: Mobile Crisis Intervention

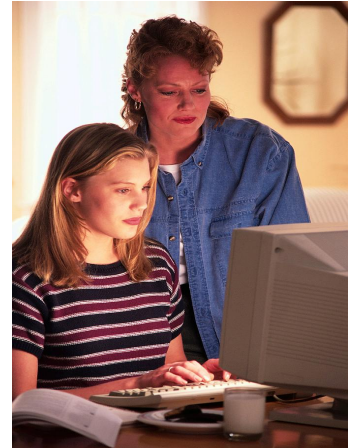
- Short-term, mobile, on-site, face-to-face.
- Therapeutic response to a child's mental health crisis by trained crisis professionals.
- In community settings (including the child's home), 24/7.
- Built on re-procured ESP system.



Service 4: In-Home Behavioral Services

- Behavior Management Therapy (MA or PhD)
- Behavior Management Monitoring (BA)
- Specialized service for children with persistent problem behaviors, who don't benefit as much from talk-based therapies
- In any setting where the child is naturally located, including home, school, childcare centers, respite

Service 5: Therapeutic Mentoring Services



- Structured one-on-one mentoring relationship between therapeutic mentor and child or adolescent
- Addresses daily living, social & communication needs
- Set goals to support social functioning
- In home, school or social settings



Service 6: In-Home Therapy Services

- In-home, intensive, family-based treatment
- Goals: treat child's mental health needs & promote healthy functioning of child in family
- Provided by a team: MA-level therapist and trained paraprofessional

Service 7: Crisis Stabilization

- A stabilization bed for short-term stays (days)
- Evaluate and treat child, and teach, support & assist parent or caretaker
- Link child to other appropriate services

Who will be eligible for services?

- The Order requires MassHealth to provide remedy services to any child or youth:
 - eligible for EPSDT (MassHealth Standard and Commonwealth members ages 0 - 21)
 - who meets either the SAMHSA or IDEA definitions of “emotional disturbance”
 - for whom the service is “medically necessary”

Who will be eligible for services?, cont.

- However, MassHealth, according to its understanding of EPSDT, will provide remedy services to any EPSDT-eligible child who has a medical need for the service
- The exception is ICC, which, as a “Targeted Case Management” service, may be limited to a defined group – in this case, children who meet the SAMHSA or IDEA definitions



SAMHSA Definition of “SED”

Child from birth to age 18 who currently or at any time during the past year, has had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within DSM-III-R, that resulted in functional impairment which substantially interferes with or limits the child's role or functioning in family, school, or community activities.

IDEA definition of “Emotional Disturbance”

- Emotional disturbance means a condition exhibiting one or more of the following characteristics over a long period of time and to a marked degree that adversely affects a child’s educational performance:
 - An inability to learn that cannot be explained by intellectual, sensory, or health factors
 - An inability to build or maintain satisfactory interpersonal relationships with peers and teachers
 - Inappropriate types of behavior or feelings under normal circumstances
 - A tendency to develop physical symptoms or fears associated with personal or school problems

How do I get MassHealth behavioral health services for my child?

- If your child is not currently enrolled in MassHealth, you can get information about applying at Mass.gov/masshealth or by calling a MassHealth Enrollment Center at 1-888-665-9993 (TTY: 1-888-665-9997)
- You will need to fill out and mail in a “Medical Benefit Request” (“MBR”) along with proof of income.

How do I get MassHealth behavioral health services for my child?, cont.

- If your child's needs meet the definition of “serious emotional disturbance” or “emotional disturbance”, he or she may be eligible for “CommonHealth”, MassHealth's program for people with disabilities.
- There is no income limit for CommonHealth, however, there is a sliding fee premium scale, based on family income.
- You will need to ask the MassHealth Enrollment Center to send you the “Disability Supplement” to the Medical Benefit Request form.

How do I get MassHealth behavioral health services for my child?, cont.

Screening

- Should be offered by your primary care doctor or nurse
- If it isn't, ask for screening for your child
- Tell your doctor or nurse if you have specific worries about your child – it will help them pick the right screening tool

How do I get MassHealth behavioral health services for my child?, cont.

Assessment

- When your child starts a behavioral health service, the information gathered by the therapist as part of your child's "assessment" will be recorded in the CANS.
- You can ask for a copy of the CANS.

How do I get MassHealth behavioral health services for my child?, cont.

Assessment, cont.:

- You will be asked for your consent for this information to be placed in the CBHI database.
- This information is very important for improving services for children and families.
- **FOR THE FIRST TIME**, CBHI will have real data about the needs of many children and families. This will allow us to plan services better **AND** to study whether specific services help children get better.

How do I get MassHealth behavioral health services for my child?, cont.

Assessment, cont.:

- The CBHI database is extremely well protected – the system was built with very high standards of security and an extremely small number of people will have access to individual records.
- The data will be primarily be looked at grouped together, in the aggregate.

How do I get MassHealth behavioral health services for my child?, cont.

For all *outpatient* behavioral health services:

- You can call any clinician or provider you want and ask if they see MassHealth members
- You can call the MassHealth Insurance Plan's Customer Service line (numbers listed below). EVERYDAY they help people find services.

How do I get MassHealth behavioral health services for my child?, cont.

- Sometimes you may feel more comfortable talking first with someone you already know.... your child's primary care doctor or nurse can be a good place to start.

How do I get MassHealth behavioral health services for my child?, cont.

Outpatient Therapy

- If you think your child needs to see a therapist, you can ask your primary care doctor or nurse for a referral, or you can call your MassHealth Health Plan Customer Service Line for help.
- **YOU DO NOT NEED A REFERRAL FOR OUTPATIENT CARE** from a primary care clinician, or anyone else.



How to Access Services, cont.

Once the remedy services are available:

- If your child is already in outpatient therapy and you're still worried, talk to your child's therapist about what else might help.
- If you want to learn more about a particular service, you can look in your MassHealth Health Plan Member Handbook for a provider of that service near you and call them directly.
- You can also call your Health Plan's Customer Service Center for help finding the right service for your child.



How to Access Services, cont.

Once the remedy services are available, cont.:

- When you contact the provider of the service you are interested in, they will schedule an appointment with you to learn more about your child. They will tell you whether they think your child needs this service or whether there might be another service that would better help your child.
- If you do not agree with the provider's opinion, you can: ask to speak to their supervisor; go to see a different provider of the service; call your Health Plan Customer Service Center for help.

MassHealth's Health Plans:

- Boston Medical Center HealthNet Plan
Member Services: 1-888-566-0010 English
1-888-566-0012 Spanish
TTY: 1-800-421-1220

Member Behavioral Health Services (24 hours, seven days a week):
1-888-217-3501
- Fallon Community Health Plan
1-800-868-5200
TTY: 1-877-608-7677
- Massachusetts Behavioral Health Partnership
1-800-495-0086
TTY: 617-790-4130
- MassHealth Customer Service
1-800-841-2900
TTY: 1-800-497-4648
- Neighborhood Health Plan
1-800-462-5449
TTY: 1-800-655-1761
- Network Health
1-888-257-1985
TTY: 888-391-5535

Children's Behavioral Health Initiative

Mission

To strengthen, expand and integrate Massachusetts services into a comprehensive system of community-based, culturally competent behavioral health and complementary services for all children with serious emotional disturbance and other emotional and behavioral health needs, along with their families.

Children's Behavioral Health Initiative Beyond Remedy Services

- Support the creation of a System of Care
- Workforce development
- Strengthen cultural competence
- Train to fidelity & best practices
- Measure client & system-level outcomes
- Support adoption of Evidence-Based Practices over the long term



Resources:

- **CBHI Website:**

www.mass.gov/masshealth/childbehavioralhealth

- **National Wraparound Initiative website:**

www.rtc.pdx.edu/nwi